

1. A method of managing and responding to inputs received via communications with participants in a service to enhance personal security, comprising the steps of:

- 5 (a) prompting a participant in an interactive display on a computer connected to a communications network during a first communication to provide at least, said participant's name, an itinerary completion time and a contact name and contact telephone number,
- (b) establishing during said first communication with said participant via said communications network a cancellation code,
- 10 (c) storing said participant's name, itinerary completion time, contact name, contact telephone number and cancellation code in an itinerary record in a computer accessible data file,
- (d) before said itinerary completion time, if a second communication including said cancellation code is received, changing the condition of said itinerary record to a condition selected from the group consisting of deleted or inactive, and,
- 15 (e) after said itinerary completion time, if the condition of said computer accessible data file is not a condition selected from the group consisting of deleted or inactive, transmitting to a call back function a record including at least the name of participant, contact name and contact telephone number, so that said call back function can be performed, said call-back function including at least the step of placing a call to said contact telephone number to inform said contact person that participant has not communicated said cancellation code prior to said itinerary completion time.

25 2. The method of claim 1 further wherein,

said call back function also includes the step of calling the participant at participant's telephone number.

3. The method of claim 1 further comprising,

30 the steps of receiving a second communication including said cancellation code after said itinerary completion time and sending a cancellation indication to

said call back function to indicate that said itinerary has been canceled so that said call back function may be terminated.

4. The method of claim 1 wherein,

the participant also establishes a personal identification code which is also stored with the itinerary record and wherein, upon receipt of a communication including both said personal identification code and said cancellation code, the system changes the condition of said itinerary record to a condition selected from the group consisting of deleted or inactive.

5. A method of managing and responding to inputs received via communications with participants in a service to enhance personal security, comprising the steps of:

(a) prompting the participant during a first registration communication to provide at least, the participant's name and telephone number and a contact name and telephone number,

(b) establishing a participant identification code during said first registration communication,

(d) creating and storing a participant registration record containing the participant's name, telephone number and identification code in a computer accessible data file,

(e) prompting the participant during a second communication to select an option of initiating an itinerary,

(f) if the participant selects said option of initiating an itinerary, prompting the participant to provide an itinerary completion time and establishing with the participant an itinerary cancellation code and storing the participant's name, itinerary completion time, contact name, contact telephone number and cancellation code in a computer accessible data file as an itinerary record and then monitoring said itinerary record as long as said itinerary record is not deleted or is active until such time as when it is later than said itinerary completion time and then when it is later than said itinerary completion time sending a call-back

record including information from said participant registration record and said participant itinerary record to a call back function,

(g) during a third communication with said participant, if said participant selects an option of canceling an existing itinerary, prompting the participant to provide said personal identification code, said itinerary cancellation code and then changing the status of the corresponding itinerary record created during said second communication to a status selected from the group consisting of deleted or inactive and sending an itinerary cancellation indication to said call-back function if said personal identification code and said cancellation code are communicated at a time later than said itinerary completion time, and,
(h) performing said call-back function in response to receiving a call-back record by placing telephone calls to said participant and to said contact person until contact is established with said participant or contact is established with said contact person and not continuing to perform said call-back function when a cancellation indication is received indicating that said itinerary has been canceled.

6. The method of claim 5 wherein:

said participant does not provide a contact name and telephone number during said first communication but rather provides a contact name and telephone number during said second communication when said participant selects the option of initiating an itinerary.

7. The method of claim 5 further comprising the steps of:

during a third communication with said participant, if said participant selects an option of extending said itinerary, prompting the participant to provide said personal identification code and said itinerary cancellation code and in response to receiving said codes, if the receipt of said codes occurs prior to the corresponding itinerary completion time, further prompting said participant to establish a new itinerary cancellation code and a new itinerary completion time, changing the corresponding itinerary record to delete the cancellation code and the itinerary completion time and to replace them with the new itinerary cancellation code and the new itinerary completion time.

8. A method of managing and responding to inputs received via communications with participants in a service to enhance personal security, comprising the steps of:

(a) prompting the participant in an interactive display on a computer connected to a communication network to provide at least, the participant's name and telephone number and a contact name and telephone number,

(b) establishing with participant a personal identification code during said first registration communication,

(c) prompting the participant in said interactive display on said computer connected to said communications network during said registration communication to provide payment,

(d) creating and storing a participant registration record containing the participant's name, telephone number and personal identification code and also placing in that file a current payment status indication to indicate that participant has provided payment,

(e) prompting the participant in an interactive display on a computer connected to a communications network during a second communication to select an option of initiating an itinerary,

(f) if the participant selects said option of initiating an itinerary, prompting the participant to provide payment if participant payment status is not current, prompting the participant to provide an itinerary completion time, establishing with the participant an itinerary cancellation code, storing the participant's name, itinerary completion time, contact name, contact telephone number and cancellation code in a computer accessible data file as an itinerary record, monitoring said itinerary record as long as said itinerary record is active or not deleted until such time as when it is later than said itinerary completion time and then when it is later than said itinerary completion time, changing participant's payment status to non-current, sending a call-back record including information from said participant registration record and said participant itinerary record to a call back function,

(g) during a third communication with said participant, if said participant selects an option of canceling said itinerary, prompting the participant to provide said personal identification code and said itinerary cancellation code and in response to receiving said codes, changing the status of the corresponding itinerary record created during said second communication to a status selected from the group consisting of deleted or inactive and if said codes are communicated at a time later than said itinerary completion time, sending an itinerary cancellation indication to said call-back function, and,

(h) performing said call-back function in response to receiving a call-back record by placing telephone calls to said participant and to said contact person until contact is established with said participant or contact is established with said contact person and not continuing to perform said call-back function when a cancellation indication is received indicating that said itinerary has been canceled.

9. The method of claim 8 further comprising the steps of:

during a third communication with said participant, if said participant selects an option of extending said itinerary, prompting the participant to provide said personal identification code and said itinerary cancellation code and in response to receiving said codes, if the receipt of said codes occurs prior to the corresponding itinerary completion time, further prompting said participant to establish a new itinerary cancellation code and a new itinerary completion time, changing the corresponding itinerary record to delete the cancellation code and the itinerary completion time and to replace them with the new itinerary cancellation code and the new itinerary completion time.